

Evaluation of new QA/QI program – January, 2009

Please complete the survey form to assist us in evaluating the QA/QI program. Your feedback will be used to fine tune the program and will assist in revising the QA Plan, QA SOP, QA.008.

Comments are welcome and may be included at the bottom of the form.

Thanks in advance for your comments.

Peggy DiNatale

Item	Question to determine effectiveness	Rank of effectiveness :			Comments for improvements
		1 - not effective	2 – acceptable	3 - excellent	
Record review chart	How useful was this tool?	1	2	3	
QA study project requirement	Did the study projects help to identify areas for improvement in work processes?	1	2	3	
	Did you make changes in processes as a result of a study project?	1	2	3	
Laboratory audit	Was the audit conducted with minimal disruption to laboratory operations?	1	2	3	
	Were the expectations of the actual audit clearly communicated prior to the actual audit date?	1	2	3	
	Were the expectations of the actual audit clearly communicated during the opening meeting?	1	2	3	
	Did the audit report of findings represent the activities or discussions that transpired during the audit?	1	2	3	
Document (SOPs, validation plan, validation data) reviews by QA only	Were documents reviewed by QA in a timely manner?	1	2	3	
	Were comments on documents appropriate and relevant to the document contents?	1	2	3	
	When needed, did you have an opportunity to discuss comments with QA to obtain clarification?	1	2	3	

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Proficiency surveys	Was the lab notified promptly upon the receipt of PT surveys in the 4 th floor office?	1	2	3	
	Did the laboratory contact list represent the proper staff members in each laboratory?	1	2	3	
	Did the laboratory submit results to the 4 th floor office in a timely manner for transmittal to the PT testing organization?	1	2	3	
	Were proficiency testing results delivered to the Laboratory Supervisor by QA in a timely manner?	1	2	3	
	Were the proficiency testing results delivered from the Supervisor to the Division Director in a timely manner?	1	2	3	
	If a self evaluation was required, did the form accompany the PT survey results?	1	2	3	
	Did the lab receive copies of all proficiency surveys results after all signatures were obtained?	1	2	3	
	Did QA provide assistance when a problem with a proficiency survey sample or result was identified?	1	2	3	
Laboratory test report review	Did you have an opportunity to discuss the findings of the test report review with QA?	1	2	3	
	Have you been able to implement changes to test reports as a result of the test report review process?	1	2	3	

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Monthly meetings Supervisor and Division Director	Were these meetings effective in identifying trends or shifts in QC data?	1 2 3	
	Were these meetings effective in identifying differences in performance between lots of materials?	1 2 3	
Problem log Review	Did the review of problem logs identify any trends or problems?	1 2 3	
	Did the problem log identify any problems that may exist in other laboratories? If yes, please include in comment field.	1 2 3	
Comments regarding the new QA/QI program:			